

BEFORE THE
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

ANNUAL COMPLIANCE REVIEW, 2015

Docket No. ACR2015

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
QUESTION 7 OF CHAIRMAN'S INFORMATION REQUEST NO. 17

The United States Postal Service hereby provides its response to the above-listed question of Chairman's Information Request No. 17, issued on February 24, 2016. Each question is stated verbatim and followed by the response. The responses to Questions 1-6 were filed on March 3, 2016.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

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7. Please refer to the performance measures on page 14 of the FY 2015 Annual Report. Please describe any methodology changes the Postal Service plans to make in FY 2016 that affect comparability of targets and results for these performance measures.

RESPONSE:

Deliver High Quality Service

There is no change for any of the performance measures for this goal.

Provide Excellent Customer Experiences

The Delivery Score listed under Customer Insights will no longer be representative of a single survey mechanism. The Delivery Score is shifting to a composite score methodology which will include measurements from a Carrier Survey and P.O Box Survey.

Ensure a Safe Workplace and Engaged Workforce

OSHA I&I

There is no change for any of the performance measures for this goal.

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Employee Engagement

There is no change in 2016. As previously noted, the Postal Service replaced the Voice of the Employee (VOE) survey with the Postal Pulse survey in March 2015 for measurement of employee engagement related targets and results. Regarding comparability, please see the Postal Service Responses to Chairman's Information Request (ChIR) No. 3, Question 5c (January 21, 2016).

Sustain Controllable Income

In FY 2016, the Postal Service is adjusting the methodology for the Deliveries per Hour (DPH) metric to account for two impacts. First, there will be an adjustment for the number of delivery days used in the calculation to account for the impact of Sunday package delivery. The work hours are included in the formula, so the Postal Service will have to account for the additional Sundays as a fraction of a day based on the percentage of delivery points served on Sundays. The second adjustment will be used to account for volume in the calculation. The work hours that result from the weighted mail volume changes will be adjusted in the calculation since these hours are in support of profitable revenues that help the Postal Service's net financial position.